

WHAT IS CLAIMED IS:

1. A method for aggregating feedback, comprising:
receiving a first set of travel information including information
identifying a traveler, an itinerary of said traveler, and at least one travel
service provider scheduled to provide services to said traveler;
5 automatically generating a feedback request based on said first set of
travel information and requesting specific feedback regarding said at least one
travel service provider;
transmitting said feedback request to said traveler;
receiving feedback information from said traveler; and
10 analyzing said feedback information received from said traveler.
2. The method of claim 1, wherein said first set of travel information is
received from a travel organizer.
3. The method of claim 2, wherein said analyzing further comprises:
determining whether at least a portion of said feedback information
should be provided to said travel organizer.
4. The method of claim 1, wherein said automatically generating further
comprises:
comparing a travel completion date from said first set of travel
information to a current date; and
5 generating said feedback request when said current date is after said
travel completion date.
5. The method of claim 1, wherein said automatically generating further
comprises:
determining a type of said at least one travel service provider; and

generating said feedback request based on said type.

6. The method of claim 4, wherein said type is one of at least an airline, a car rental, a hotel, and a travel agency.
7. The method of claim 1, wherein said analyzing further comprises:
determining whether said feedback information includes a complaint.
8. The method of claim 7, wherein said analyzing further comprises:
determining whether said complaint requires a response from said at least one travel service provider.
9. The method of claim 8, wherein said analyzing further comprises:
monitoring said complaint to determine whether a satisfactory response from said at least one travel service provider has been received.
10. The method of claim 1, wherein said analyzing further comprises:
determining whether said feedback information includes a complaint.
11. The method of claim 1, wherein said analyzing further comprises:
determining whether at least a portion of said feedback information should be provided to said at least one travel services provider.
12. A computer-implemented method for aggregating feedback,
comprising:
receiving a first set of travel information including information
identifying a traveler, an itinerary of said traveler, and a plurality of travel
service providers scheduled to provide services to said traveler;
5 generating a feedback request form for each of said plurality of travel
service providers, requesting specific feedback based on each of said plurality

of travel service providers;

generating a summary feedback request form requesting general feedback for said itinerary and each of said plurality of travel service providers;

- 5 transmitting each of said feedback request forms and said summary feedback request form to said traveler;

receiving feedback information from said traveler, including completed ones of said feedback request forms and said summary feedback request form; and

- 10 analyzing said feedback information received from said traveler.

13. The computer-implemented method of claim 12, wherein said first set of travel information is received from a travel organizer.

14. The computer-implemented method of claim 12, wherein said analyzing comprises:

reviewing information from each one of said feedback request forms and said summary feedback request form to determine whether any resolution
5 is required.

15. The computer-implemented method of claim 12, wherein said analyzing comprises:

determining whether said feedback information received from said traveler includes a complaint.

16. The computer-implemented method of claim 12, wherein said analyzing comprises:

determining whether said feedback information received from said traveler includes a request for a response.

17. The computer-implemented method of claim 16, further comprising:
generating a request for a response from one of said travel service
providers; and
monitoring said request for a response to determine if said travel
5 service provider properly responds.
18. An apparatus for aggregating feedback, comprising:
means for receiving a first set of travel information including information
identifying a traveler, an itinerary of said traveler, and at least one travel
service provider scheduled to provide services to said traveler;
5 means for automatically generating a feedback request based on said
first set of travel information and requesting specific feedback regarding said
at least one travel service provider;
means for transmitting said feedback request to said traveler;
means for receiving feedback information from said traveler; and
10 means for analyzing said feedback information received from said
traveler.
19. An apparatus for aggregating feedback, comprising:
a processor; and
a storage device in communication with said processor and
storing instruction adapted to be executed by said processor to:
5 receive a first set of travel information including
information identifying a traveler, an itinerary of said traveler,
and at least one travel service provider scheduled to provide
services to said traveler;
automatically generate a feedback request based on said
10 first set of travel information and requesting specific feedback
regarding said at least one travel service provider;
transmit said feedback request to said traveler;

receive feedback information from said traveler; and
analyze said feedback information received from said
traveler.

20. A machine-readable medium having stored thereon data representing
sequences of instructions, said sequences of instructions which, when
executed by a processor, cause said processor to:

5 receive a first set of travel information including information identifying
a traveler, an itinerary of said traveler, and at least one travel service provider
scheduled to provide services to said traveler;

automatically generate a feedback request based on said first set of
travel information and requesting specific feedback regarding said at least one
travel service provider;

10 transmit said feedback request to said traveler;
receive feedback information from said traveler; and
analyze said feedback information received from said traveler.